

FREQUENTLY ASKED QUESTIONS

- Q. The new MPSA site either won't load or is very slow loading. Is there something I can do to access information on the new site?
- A. Make sure that the scripting for Active-X plug-ins and controls marked as "safe" or "signed" is "enabled" on the security tab of your browser. On the browser toolbar, go to "Tools," then "Internet Options," then "Security," then "Internet" (medium level default).
- Q. What is the minimum PC configuration recommended to view the new Web site?
- A. A Pentium-class computer, IE or Netscape 4.0 or better browser. If you require *Flash*, you can download it from the main page before proceeding. If you have a low-end or non-Pentium-class computer, it is recommended that you skip the Introduction and the MPS History sections.
- Q. I want to write to a service member stationed in Bosnia, but do not know the ZIP Code or the name of the installation overseas. Is there any way I can obtain specific mailing information, such as installation name, unit, APO, or ZIP?
- A. There is no on-line locator information source for the men and women that serve in the US military. If you need to locate a service person or acquire their mailing address, you must call the applicable telephone number listed in the "locator data" section of this site to get instructions on how to acquire the information you desire. In that section, you will find military service-specific telephone numbers and links for locating members of the armed forces.
- Q. Are there weight and size limitations on parcels and packages I am permitted to send to service members?
- A. Yes. See the "mailing information" or "ZIP Code locator" section of this site for a list of restrictions for the ZIP Code in question. The MPSA mailing restrictions key with a full explanation for each code may be found in the "mailing information" section of this site.
- Q. Where can I obtain a list of all military ZIP Codes?
- A. A complete list of all military postal ZIP Codes in Zip + 4 numerical sequence is available in pdf format is available for downloading from this site (see "mailing information" section). This list also contains the name of the installation, city, country (code), mailing restrictions, and assigned major command.
- Q. What is the minimum amount of information I need to have to be able to obtain the ZIP Code of a service member?
- A. If you know the country in which the service member is stationed, you may perform a search that will list all installations and cities (geographic locations) within that country, and its ZIP +4's. If you know the city in which the service member is stationed, you may perform a search, which will yield all installations and ZIP Codes within that city. Go to the "ZIP Code locator" section to begin the search.

- Q. Can I find which military installations are in which cities and/or countries?
- A. Yes. Go to the “ZIP Code locator” section of this site, click on the “Search the Military Post Office Locator List (“MPOLL”) link by geographic location (city) or country code and perform your query. This could produce a multi-page query result. A two-character country code legend is provided on this page for each country in which we have military post offices.
- Q. If I know the ZIP Code of a service member, how can I find out where that ZIP Code is located?
- A. Go to the “mailing information” or “ZIP Code locator” sections to begin the search. Enter the full nine (9) digit ZIP Code (ZIP +4) and the resulting search will provide you with a list of installations that ZIP Code belongs to, along with city and country code information.
- Q. How long does it take for a standard letter to reach a service member stationed overseas? What about a parcel?
- A. Normally, it will take 5 - 7 days for a first-class letter to reach a service member overseas. Please refer to the “mailing information” section of this site, and scroll down to the “Mail Movement” subsection for specific timelines on parcels by theater. Some military post offices do not operate on weekends.
- Q. What are the different classes of outbound and inbound military mail
- A. Outbound (US to foreign) mail is called “prograde” mail and is divided into seven (7) categories:
1. Express Mail Military Service (EMMS)
 2. First Class letters, flats, and sound recordings
 3. Priority Mail
 4. Military Ordinary Mail (MOM) parcels
 5. Parcel Airlift Mail (PAL)
 6. Space-Available Mail (SAM)
 7. Surface, second-class, third-class, and fourth-class mail
- Inbound (foreign to US) mail is called “retrograde” mail and is divided into five (5) categories:
1. Express Mail Military Service (EMMS)
 2. Priority/First-Class Letters & Flats
 3. Parcel Airlift Mail (PAL)
 4. Space-Available Mail (SAM)
 5. Military Ordinary Mail (MOM) parcels
- Q. What special military mail services are generally available?
- A. Most USPS special services, such as certified mail, registered mail, insured mail, certificate of mailing, return receipt, restricted delivery and return receipt for merchandise are available in the military postal service. Collect on delivery (COD) and delivery confirmation services are not available.

OPERATION DEAR ABBY

Q. Can I mail packages?

A. No. Unfortunately, the program is limited to 1st Class letter mail, 13 ounces or less.

Q. Do these letters require postage?

A. Yes. Each letter requires standard U.S. postage.

Q. Can I mail numerous letters in one package?

A. While we realize that this would be a cost effective way to send these letters, the current security situation in the world requires that we limit these letters to the size requirements outlined in question one.

Q. Can I write a specific service member or a specific service?

A. Unfortunately, the Military Postal Service Agency does not determine who receives these letters. The letters and cards are distributed overseas by the military post offices.

Q. Is there any way to correspond with service members via the Internet?

A. No. We are hoping to have this system online for the 2001 Holiday Season.